

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization  
International Bureau



(43) International Publication Date  
17 July 2003 (17.07.2003)

PCT

(10) International Publication Number  
**WO 03/058426 A1**

(51) International Patent Classification<sup>7</sup>: **G06F 7/00**, 17/60

297 Canterbury Road, Bloomfield Hills, MI 48304-2919 (US).

(21) International Application Number: PCT/US01/50028

(74) Agents: **BIR, David, S.** et al.; Brooks & Kushman, 1000 Town Center, Twenty-Second Floor, Southfield, MI 48075 (US).

(22) International Filing Date:  
31 December 2001 (31.12.2001)

(25) Filing Language: English

(81) Designated States (*national*): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VN, YU, ZA, ZM, ZW.

(26) Publication Language: English

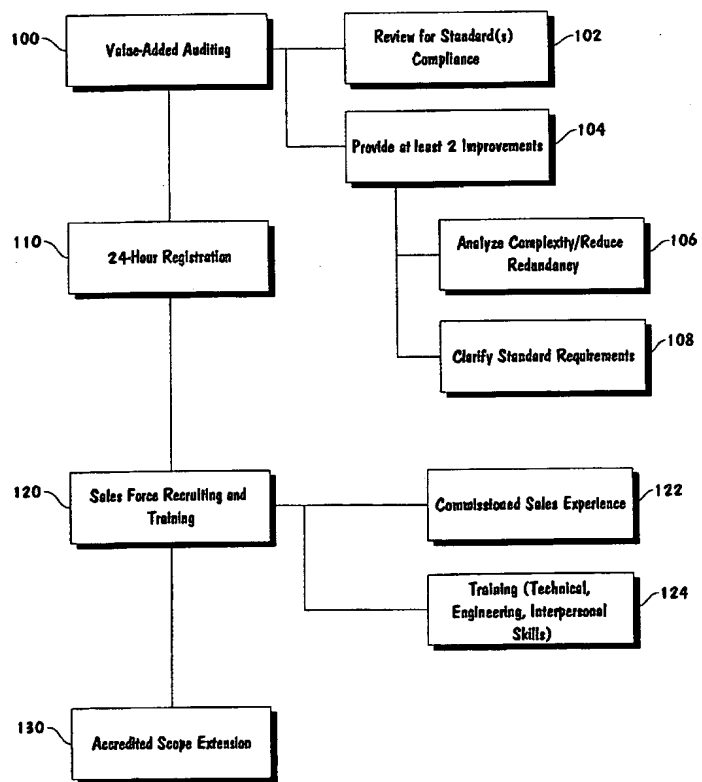
(71) Applicant (*for all designated States except US*): **PERRY L. JOHNSON REGISTRARS OF TEXAS, L.P.** [US/US]; 1 Lincoln Center, 5400 LBJ Freeway, Suite 445, Dallas, Texas 75240 (US).

(84) Designated States (*regional*): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM),

(71) Applicant and  
(72) Inventor (*for US only*): **JOHNSON, Perry, L.** [US/US];

[Continued on next page]

(54) Title: METHOD FOR PERFORMING REGISTRATION AUDITS



(57) Abstract: A method for standards registrars to improve customer service includes value-added auditing (100) in which auditors describe at least two opportunities for improvement (104) to the client or customer seeking registration. This approach is superior to the previous auditing strategies in which the auditors simply listed nonconformities and required the customer to submit corrective actions. In addition, the present invention includes a method for recruitment and training of a registrar's sales force (120) that draws from a larger pool of candidates than traditional approaches by recruiting sales professionals and training them in technical or engineering principles (124) necessary to facilitate quality audits. The present invention also includes a scope extension process (130) for registrar's to expand their scope of accreditation through the use of industry training modules.



WO 03/058426 A1



European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

*For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.*

**Published:**

— *with international search report*